

REQUEST FOR PROPOSAL



Department of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-684-1681 TTY Relay: 711

DATE ADVERTISED: **October 21, 2004**

RFP Title: **Information Security & Privacy Awareness Training**
Requesting Dept./ Div.: **King County Office of Information Resource Management**
RFP Number: **170-04RLD**
Due Date: **November 16, 2004 — no later than 2:00 P.M.**
Buyer: Roy L. Dodman roy.dodman@metrokc.gov, (206) 263-4266

There will be no pre-proposal
conference for this RFP

Sealed Proposals are hereby solicited and will **ONLY** be received by

King County Procurement Services Section
Exchange Building, 8th Floor
821 Second Avenue
Seattle, WA 98104-1598

Office Hours - 8:00 a.m. - 5:00 p.m.
Monday - Friday

SUBMITTERS MUST COMPLETE AND SIGN THE FORM BELOW (TYPE OR PRINT)

| | | |
|--------------|-----------------------------------|---------------------|
| Company Name | | |
| Address | | City/State/Zip Code |
| Signature | Authorized Representative / Title | |
| E-mail | Phone | Fax |

This Request for Proposal will be provided in alternative formats such as Braille, large print, audio cassette or computer disk for individuals with disabilities upon request.

Sealed proposals are hereby solicited and will be received only at the office of the King County Procurement Services Section at 821 Second Avenue, 8th Floor, Seattle, Washington, 98104 no later than 2 p.m. on the date noted above regarding *Information Security and Privacy Awareness Training* for the *King County Office of Information Resource Management*. These services shall be provided to King County in accordance with the following and the attached instructions, requirements, and specifications.

Submittal: King County requires the Proposer to sign and return *this entire Request for Proposal (RFP) document*. The Proposer shall provide *one unbound original* and a CD containing an electronic copy (in Word, Excel or Acrobat Reader) of the proposal response, data or attachments offered. The original shall be noted or stamped "Original". For submittal documentation not available in an electronic format, Proposer shall provide five additional printed copies. The submittal shall be returned to King County Procurement in one sealed envelope or package.

Questions: Proposers will be required to submit any questions in writing prior to the close of business Tuesday, November 2, 2004 in order for staff to prepare any response required to be answered by Addendum. Questions are best received and most quickly responded to when sent via e-mail directly to the following King County procurement personnel: *Primary* – Roy L. Dodman, Senior Buyer roy.dodman@metrokc.gov / *Secondary* – Cathy M. Betts, Buyer cathy.betts@metrokc.gov. Questions may also be sent via fax or mail to the address above.

SECTION I – GENERAL INFORMATION

- A. King County is an Equal Opportunity Employer and does not discriminate against individuals or firms because of their race, color, creed, marital status, religion, age, sex, national origin, sexual orientation, or the presence of any mental, physical or sensory handicap in an otherwise qualified handicapped person.
- B. All submitted proposals and evaluation materials become public information and may be reviewed by appointment by anyone requesting to do so *at the conclusion* of the evaluation, negotiation, and award process. This process is concluded when a signed contract is completed between King County and the selected Consultant. Please note that if an interested party requests copies of submitted documents or evaluation materials, a standard King County copying charge per page must be received prior to processing the copies. King County *will not* make available photocopies of pre-printed brochures, catalogs, tear sheets or audio-visual materials that are submitted as support documents with a proposal. Those materials will be available for review at King County Procurement.
- C. No other distribution of proposals will be made by the Proposers prior to any public disclosure regarding the RFP, the proposal or any subsequent awards without written approval by King County. For this RFP all proposals received by King County shall remain valid for ninety (90) days from the date of submittal. All proposals received in response to this RFP will be retained.
- D. Proposals shall be prepared simply and economically, providing a straightforward and concise but complete and detailed description of the Proposer's abilities to meet the requirements of this RFP. Fancy bindings, colored displays and promotional materials are not desired. Emphasis shall be on completeness of content.
- E. King County reserves the right to reject any or all proposals that are deemed not responsive to its needs.
- F. In the event it becomes necessary to revise any part of this RFP, addenda shall be created and posted at the King County Procurement web site. Addenda will also be conveyed to those potential submitters providing an accurate e-mail address. If desired, a hard copy of any addenda may be provided upon request.
- G. King County is not liable for any cost incurred by the Proposer prior to issuing the contract.
- H. A contract may be negotiated with the Proposer whose proposal would be most advantageous to King County in the opinion of the King County Office of Information and Resource Management, all factors considered. King County reserves the right to reject any or all proposals submitted.
- I. It is proposed that if a selection is made as a result of this RFP, a contract with a fixed price/prices will be negotiated. Negotiations may be undertaken with the Proposer who is considered to be the most suitable

for the work. This RFP is primarily designed to identify the most qualified firm. Price and schedule will be negotiated with the "first choice" Proposer; negotiations may be instituted with the second choice and subsequent Proposer until the project is canceled or an acceptable contract is executed.

- J. This RFP shall be available for use by all King County Departments, Divisions and Agencies. If orders will be placed by the County's Transit Division, the Contractor will be required to sign and comply with the Federal Transit Administration's (FTA)'s required documentation.
- K. The contents of the proposal of the selected Proposer shall become contractual obligations if a contract ensues. Failure of the Proposer to accept these obligations may result in cancellation of their selection.
- L. A contract between the Consultant and King County shall include all documents mutually entered into specifically including the contract instrument, the RFP, and the response to the RFP. The contract must include, and be consistent with, the specifications and provisions stated in the RFP.
- M. News releases pertaining to this RFP, the services, or the project to which it relates, shall not be made without prior approval by, and then only in coordination with, the King County Department of Executive Services.
- N. King County Code 4.16.025 prohibits the acceptance of any proposal after the time and date specified on the Request for Proposal. There shall be no exceptions to this requirement.
- O. King County agencies' staffs are prohibited from speaking with potential Proposers about the project during the solicitation.

Please direct all questions to:

Roy L. Dodman / Senior Buyer
(206) 263-4266
roy.dodman@metrokc.gov

or Cathy M. Betts / Buyer
(206) 263-4267
cathy.betts@metrokc.gov

NOTE: Documents and other information is available in alternate formats for individuals with disabilities upon advance request by calling Mary Lou Allwine at 206-296-4210 or TTY711.

- P. Protest Procedure - King County has a process in place for receiving protests based upon either proposals or contract awards. If you would like to receive or review a copy, please contact the Buyer named on the front page of this document or call Procurement Services at 206-684-1681.
- Q. Term Service Requirement

If a contract is awarded based on this RFP, it may contain the following provision:

Contract Extension

The initial contract period will be for one (1) year from the start date of the contract. The term of the contract may be extended in one (1) year increments for two (2) additional one-year periods for a total contract duration of three (3) years, in accordance with the County's best interest and at the sole option of the County. Prices shall remain firm for the duration of the contract period. Reasonable price changes based on market conditions and price/cost analysis *may* be requested, if such escalations are based on changes in the U.S. Department of Labor, Bureau of Labor Statistics Consumer Price Index for All Urban Consumers ("CPI-U") for the Seattle-Tacoma-Bremerton Statistical Metropolitan Area for the preceding calendar year. You may obtain information about the CPI-U in general and the Seattle area in particular by visiting the United States Bureau of Labor Statistics web site at <http://www.bls.gov/cpi/>. In the event the CPI-U (or a successor or substitute index) is no longer published, a reliable government or other non-partisan index of inflation selected by the County shall be used to calculate any adjusted amounts. Requests for any such changes are to be made in writing to the King County Office of Information Resource Management, and approved by the County Executive or his/her designee. Any agreed-to change shall take effect at the time of the contract extension and shall remain in effect throughout the extension

period. The parties hereto recognize that such changes could be increases or decreases in the prices; both parties are entitled to benefit from such price changes.

- R. Electronic Commerce and Correspondence. King County is committed to reducing costs and facilitating quicker communication to the community by using electronic means to convey information. As such, most Invitations to Bid and Requests for Proposal, as well as related exhibits, appendices, and issued addenda can be found on the King County Internet Web Site, located at <http://www.metrokc.gov/finance/procurement>. Please refer to the "RFPs, RFQs & ITBs / New / Consultants" portion of the site (note: some documents or portions thereof may not be posted on the site. Please note any special messages regarding a particular solicitation). This information is posted at the Web Site as a *convenience* to the public, and is not intended to replace the King County process of formally requesting bid documents and providing the County with contact information for the potential proposer. Each proposer bears the responsibility to confirm the completeness and accuracy of all documents pertaining to a given solicitation, including the receipt of all issued addenda.

If a proposer downloads a document from the Web Site and does not contact the Procurement Office to obtain a hard copy, the proposer *must* use the "Feedback" (Envelope) button at the bottom of the Web page to convey the proposer's company name, contact name, mailing address, and phone/fax number to the County. Please note which document/documents were downloaded.

After proposals have been opened in public, the County will post a listing of the consultants submitting proposals at the King County Internet site. Please refer to the "RFPs, RFQs & ITBs / Awarded / Consultants" portion of the site for a listing, as well as a notification of a final award.

Unless otherwise requested, letters and other transmittals pertaining to this RFP will be issued to the e-mail address noted in our files, and after submittal, noted on the first page of this document. If other personnel should be contacted via e-mail in the evaluation of this proposal, or to be notified of evaluation results, please complete the information in the table below.

| Contact Name | Title | Phone | E-mail address |
|--------------|-------|-------|----------------|
| | | | |
| | | | |

- S. Washington State Public Disclosure Act (RCW 42.17) requires public agencies in Washington to promptly make public records available for inspection and copying unless they fall within the specified exemptions contained in the Act, or are otherwise privileged.
- T. Proposals submitted under this RFP shall be considered public documents and with limited exceptions proposals that are recommended for contract award will be available for inspection and copying by the public.

If a Proposer considers any portion of his/her proposal to be protected under the law, the Proposer shall clearly identify on the page(s) affected such words as "CONFIDENTIAL," "PROPRIETARY" or "BUSINESS SECRET." The Proposer shall also use the descriptions above in the following table to identify the effected page number(s) and location(s) of any material to be considered as confidential (attach additional sheets as necessary). If a request is made for disclosure of such portion, the County will determine whether the material should be made available under the law. If the material is not exempt from public disclosure law, the County will notify the Proposer of the request and allow the Proposer ten (10) days to take whatever

action it deems necessary to protect its interests. If the Proposer fails or neglects to take such action within said period, the County will release the portion of the Proposal deemed subject to disclosure. By submitting a Proposal, the Proposer assents to the procedure outlined in this paragraph and shall have no claim against the County on account of actions taken under such procedure.

| Type of exemption | Beginning Page / Location | Ending Page / Location |
|-------------------|---------------------------|------------------------|
| | | |
| | | |
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| | | |
| | | |

- U. Proposers are urged to use recycled/recyclable products and both sides of paper for printed and photocopied materials, whenever practicable, in preparing responses to this RFP.
- V. Bid Identification Label: Please see the Bid Identification Label on the last page of this document.

SECTION II – PROJECT SPECIFICATIONS AND SCOPE OF WORK.

A. INTRODUCTION

The Office of Information Resource Management (OIRM) is soliciting Requests for Proposals (RFP) from firms that offer vendor-hosted, web-based information security and privacy awareness training. This Request for Proposals outlines the information necessary to understand the proposal selection process and the required documentation. The procurement of these services will proceed as follows:

1. Proposals shall be submitted to King County no later than November 16, 2004, after which time they will be reviewed and evaluated by members of the Proposal Selection Board. The evaluation process will be worth a maximum of 100 points.
2. Interviews *may* be requested from finalists. If interviews are deemed necessary they will be held in accordance with the schedule contained in this RFP and will be worth a maximum of 25 points. Final award would then be based on the total points awarded for both the written evaluation and the oral interview.

B. BACKGROUND

King County is a multi-purpose government with approximately 16,000 employees. Located in Washington State, and covering more than 2,200 square miles between Puget Sound and the Cascade mountain range, King County is nearly twice as large as the average county in the United States. With more than 1.7 million people, King County ranks as the 12th most populous county in the nation. The largest city in King County is Seattle, and the Seattle/Tacoma/ Bremerton Metropolitan Statistical Area is the 13th most populous MSA in the nation. (County and MSA population statistics from the 2000 U.S. census)

King County provides regional services to all residents of the county, including people who live within the cities. County operations include courts and related legal services, public health services, county sheriff and jail, records and elections, property tax appraisals, assessments, public transit, wastewater treatment, and regional parks and facilities including the King County International Airport (Boeing Field).

King County expects to provide information security and privacy awareness training as a baseline to all new hires, contractors, consultants, and existing County staff whose job responsibilities include access to County information systems. Existing County staff, contractors and consultants will be expected annually to complete a refresher awareness course on information security and privacy. In the first year, King County expects to train about 10,000 new hires, contractors, consultants, and existing staff in the new hire awareness course. In subsequent years, King County expects to train about 2,000 new hires, contracts and consultants in the new hire awareness course, and about 8,000 existing staff, contractors and consultants in the annual awareness refresher course.

C. SCOPE OF WORK

Provide and support a vendor-hosted, web-based information security and privacy awareness training program that offers two tracks: an initial course for new hires, contractors, consultants and an annual refresher course for existing staff, contractors and consultants.

D. REQUIREMENTS

1. COURSE CONTENT

- a. Based on recognized industry standards, such as ISO 17799, NIST 800 special publications, general HIPAA Privacy and Security Rules, GLBA, Sarbanes Oxley, OECD privacy standards
- b. Topics covered in course for new hires must include but are not limited to the following:
 - Passwords
 - Social Engineering
 - Physical Security
 - Backups

- Email Use
 - Internet Security
 - Mobile Computing Security (laptops, wireless, telecommuting, remote access)
 - Malicious code (viruses, worms, spyware, etc.) and security incidents, including reporting
 - Privacy, personal information, protection of sensitive information
 - Threats and vulnerabilities
 - Appropriate Use
- c. Annual refresher course is an abbreviated version of course material for newly hired employees
- d. Content can be tailored to different audiences: general users of technology, management staff, IT technical staff [\[Optional\]](#)
- e. Content must be appropriate for a governmental entity especially in the area of privacy where privacy protections must be balanced against laws requiring open government
- f. Course content and user presentation can be customized to meet King County's needs, including but not limited to the following:
- King County logo
 - King County enterprise information security and privacy policies
 - Content is consistent with the principle of open government
 - A "government" focus (remove references to company or corporation) [\[Optional\]](#)

2. COURSEWARE

Web-based training courses may be made up of one or more lessons that conform to the following:

- a. In English language
- b. Written material does not exceed an 8th grade reading level
- c. Definitions of information security and privacy terminology are available within each course
- d. Presentation to the student is graphical, such as photographs, drawings, illustrations, and reinforces the topic being presented
- e. Interactive exercises reinforce the topic being presented and require student to respond in order to proceed
- f. Easy for the average student to use with limited instruction and support
- g. Material is appropriate to business users, both staff and management
- h. Presents lesson objectives to the student at the beginning of each course or lesson
- i. Requires student to complete quiz/test questions in order to complete the course
- j. Quiz/test questions measure whether lesson objectives have been met and the student has learned content
- k. Allows student to retake each quiz/test at least 5 times
- l. Allows student to print certificate of completion upon completion of course
- m. Tracks progress towards completion [\[Optional\]](#) and course completion by student and stores this information for reporting
- n. Each course (new hire and annual refresher) takes no longer than 2 hours for the average student to complete without audio

3. COURSE ADMINISTRATION

- a. Easy to use

- b. Requires minimal instruction
- c. Provides automated method to upload student list by organization for course enrollment
- d. Provides automated method for students to receive a unique, secure login id and password
- e. Allows multiple levels of admin users, to include but not be limited to overall administrator, organization administrator
- f. Allows organization administrator to manage only students assigned to that organization, to include adding, changing, deleting students for required courses
- g. Allows overall administrator to manage and view all students regardless of organization assigned
- h. Reports by organization and overall, both printed and online, on students and their progress

4. COURSE DELIVERY METHOD

- a. Web-based training
- b. Vendor hosted solution
- c. Less than 1 second response time to move between pages within training course
- d. Training product is available to King County students 24/7/365
- e. No limit to the number of concurrent King County students within a training course or within the training product
- f. ADA compliant for visually and hearing impaired
- g. Audio content optionally available to the student but not required
- h. Browser: IE 5.0, Netscape 7, and above
- i. Screen resolution: 800x600
- j. Allows bookmarking for students to return to place where last stopped prior to course or lesson completion [\[Optional\]](#)

5. CUSTOMER SUPPORT

- a. Unlimited telephone help desk support available for King County students and administrators
- b. Help desk support hours are Monday – Friday, 6:00 a.m. – 9:00 p.m. PST
- c. Help desk telephone number is toll free to King County students and administrators
- d. Help desk support personnel are fluent American English speakers

E. SCHEDULE

The selection process is scheduled to proceed as outlined below. Dates are subject to change

| <u>Date</u> | <u>Selection Process</u> |
|---------------------|---|
| 10/21/04 | Public Announcement for Request for Proposals |
| 11/16/04 | Submittals Due |
| 12/10/04 | Review and Evaluation of Submittals & Product Completed |
| 12/13/04 - 12/17/04 | Vendor Interviews conducted, if necessary |
| 12/20/04 - 1/14/05 | Execute Contract and Notice to Proceed |

F. CONSULTANT SELECTION BOARD

In accordance with applicable procedures, the Proposal Selection Board will evaluate all responsive submittals. The following criteria will be used to assign scores to each written submittal received. King County reserves the right to conduct interviews in addition to the written evaluations.

G. SELECTION CRITERIA AND WEIGHTS

The criteria and corresponding weights outlined below will be used in evaluating the Proposal.

1. **Company Profile and References:** **15 points**
Corporate Information, Financial Information, References
2. **Product Information:** **60 points**
Product and Service Information, Course Content Details, Requirements, Recommended Customizations, Demonstration Product
3. **Cost:** **25 points**
4. **Interviews (if necessary):** **25 points**
If an award is not made based on the written evaluation and product testing alone, interviews may be conducted with the highest ranked proposers. The County will notify those firms selected; instructions for the interview will be provided at the time of notification. Please arrive early so that interviews can begin promptly. The selected proposers shall provide 5 sets of printed materials.

H. SUBMITTAL AND DOCUMENTATION PROCESS

PLEASE NOTE: Failure to follow format instructions may result in disqualification.

Proposals are submitted as a means for King County to evaluate the firm's proposed product's fit to King County's requirements. Proposals must be organized in the following order and use any tables provided below.

1. **Corporate Information**, including a brief overview of the Respondent's company: (1) History, (2) Organizational and Corporate Strategy, and (3) Mission Statement. Provide this same information for any partners or subcontractors proposed in this RFP.
2. **Financial Information**, including Respondent's latest annual report, or similar information, information describing the current financial condition of Respondent's company, and an explanation of this information. Provide this same information for any partners or subcontractors proposed in this RFP.
3. **References** that King County Staff may contact, including contact information for three (and no more than five) references that utilize the product(s) and service(s) in Respondent's proposal (including any proposed partners or subcontractors) and are of a comparable size and scope to King County, preferably public agencies.
4. **Product and Service Information** about the proposed product and services.
5. **Course Content Details**, including (1) a detailed outline or description of each proposed course or lesson and (2) an identification of where each topic in *Section II, Item D. Requirements, sub-item 1 "Course Content"*, sub item b is covered.
6. **Requirements**, identify how the proposed product and course(s) meets each requirement in *Section II, Item D. Requirements* above by completing the Requirements Response Table and the Additional Information Table in Response Tables section.
7. **Recommended Customizations**, including a list of necessary customizations of the product to meet all requirements in *Section II, Item D. Requirements* above.
8. **Demonstration Product**, including web site and login information where proposed product, proposed courses and customer service can be tested and evaluated by King County Staff.

9. **Cost**, including a breakdown using the following table that shows the overall competitiveness of the Respondent's pricing.

All rates identified will be the maximum rates allowed. King County reserves the right to negotiate cost at time of contract award to ensure reasonableness of pricing.

| Type of Cost | Rate or Amount | Additional Cost Information |
|--|----------------|-----------------------------|
| Per Student Cost – New Hire course | | |
| Per Student Cost – Refresher course | | |
| Per Administrator Cost | | |
| Customization Hourly Rate | | |
| Cost for Recommended Customizations [identify <u>each</u> recommended customization in item 7 above and the cost for each] | | |
| Costs for Optional Items found in D.1.d, D.1.f (last bullet), D.2.m (1st item), D.4.j [identify <u>each</u> item and the cost for each] | | |
| Other Costs [identify <u>each</u> item and the cost for each] | | |

RESPONSE TABLES

Requirements Response Table

| King County Requirements | Meets Requirement | Discussion of How Proposed Product and Services Meets Requirement |
|---|-------------------|---|
| Section II, Item D, 1. COURSE CONTENT | | |
| a. Based on recognized industry standards, such as ISO 17799, NIST800 special publications, general HIPAA Privacy and Security Rules, GLBA, Sarbanes Oxley, OECD privacy standards | | |
| b. Topics covered in course for new hires must include but not limited to the following: <ul style="list-style-type: none"> ▪ Passwords ▪ Social Engineering ▪ Physical Security ▪ Backups ▪ Email Use ▪ Internet Security ▪ Mobile Computing Security (laptops, wireless, telecommuting, remote access) ▪ Malicious code (viruses, worms, spyware, etc.) and security incidents, including reporting ▪ Privacy, personal information, protection of sensitive information ▪ Threats and vulnerabilities ▪ Appropriate Use | | |
| c. Annual refresher course is an abbreviated version of course material for newly hired employees | | |
| d. Content can be tailored to different audiences: general users of technology, management staff, IT technical staff [Optional] | | |
| e. Content must be appropriate for a governmental entity especially in the area of privacy where privacy protections must be balanced against laws requiring open government | | |

| King County Requirements | Meets Requirement | Discussion of How Proposed Product and Services Meets Requirement |
|--|-------------------|---|
| <p>f. Course content and user presentation can be customized to meet King County's needs, including but not limited to the following:</p> <ul style="list-style-type: none"> ▪ King County logo ▪ King County security and privacy policies and standards ▪ Content is consistent with the principle of open government ▪ A "government" focus (remove references to company or corporation) [Optional] | | |
| Item D, 2. COURSEWARE | | |
| a. In English language | | |
| b. Written material does not exceed an 8 th grade reading level | | |
| c. Definitions of information security and privacy terminology are available within each course | | |
| d. Presentation to the student is graphical, such as photographs, drawings, illustrations, and reinforces the topic being presented | | |
| e. Interactive exercises reinforce the topic being presented and require student to respond in order to proceed | | |
| f. Easy for the average student to use with limited instruction and support | | |
| g. Material is appropriate to business users, both staff and management | | |
| h. Presents lesson objectives to the student at the beginning of each course or lesson | | |
| i. Requires student to complete quiz/test questions in order to complete the course | | |

| King County Requirements | Meets Requirement | Discussion of How Proposed Product and Services Meets Requirement |
|--|-------------------|---|
| j. Quiz/test questions measure whether lesson objectives have been met and content has been learned by the student | | |
| k. Allows student to retake each quiz/test at least 5 times | | |
| l. Allows student to print certificate of completion upon completion of course | | |
| m. Tracks progress towards completion [Optional] and course completion by student and stores this information for reporting | | |
| n. Each course (new hire and annual refresher) takes no longer than 2 hours for the average student to complete without audio | | |
| Item D, 3. COURSE ADMINISTRATION | | |
| a. Easy to use | | |
| b. Requires minimal instruction | | |
| c. Provides automated method to upload student list by organization for course enrollment | | |
| d. Provides automated method for students to receive a unique, secure login id and password | | |
| e. Allows multiple levels of admin users, to include but not be limited to overall administrator, organization administrator | | |
| f. Allows organization administrator to manage only students assigned to that organization, to include adding, changing, deleting students and required courses or lessons (if more than one is offered) | | |
| g. Allows overall administrator to manage and view all students regardless of organization assigned | | |

| King County Requirements | Meets Requirement | Discussion of How Proposed Product and Services Meets Requirement |
|---|-------------------|---|
| h. Reports by organization and overall, both printed and online, on students and their progress | | |
| Item D, 4. COURSE DELIVERY METHOD | | |
| a. Web-based training | | |
| b. Vendor hosted product | | |
| c. Less than 1 second response time to move between pages within training course | | |
| d. Training product is available to King County students 24/7/365 | | |
| e. No limit to the number of concurrent King County students within a training course or within the training product | | |
| f. ADA compliant for visually and hearing impaired | | |
| g. Audio content optionally available to the student but not required | | |
| h. Browser: IE 5.0, Netscape 7, and above | | |
| i. Screen resolution: 800x600 | | |
| j. Allows bookmarking for students to return to place where last stopped prior to course or lesson completion [Optional] | | |
| Item D, 5. CUSTOMER SUPPORT | | |
| a. Unlimited telephone help desk support available for King County students and administrators | | |
| b. Help desk support hours are Monday – Friday, 6:00 a.m. – 9:00 p.m. PST | | |
| c. Help desk telephone number is toll free to King County students and administrators | | |
| d. Help desk support personnel are fluent American English speakers | | |

Use Legend for Meets Requirements Column: M = Meets; E=Exceed; N= Not applicable

Additional Information Table

| Additional Questions | Response |
|--|----------|
| <p>1. Identify all desktop computer plug-ins and version of each plug-in required to run the web-based training product</p> <p>Identify whether required for student, administrator or both</p> | |
| <p>2. Do you have a version of your product that is SCORM or AICC compliant</p> <p>If “yes”, could it be run on an in-house learning management system (LMS)?</p> <p>If “yes”, what version of SCORM and/or AICC is it compliant with?</p> | |
| <p>3. Do you currently have different levels of the information security and privacy awareness training course(s) that are geared to specific audiences, such as general users, management, or technical staff? (see D.1.d above)</p> <p>If “yes”, describe the differences.</p> | |
| <p>4. Describe the difference in the course(s) you are proposing for new hires versus the annual refresher course – content, seat time, assessments, etc. (see D.1.f above)</p> | |
| <p>5. How many years has Respondent been in business providing information security and/or privacy training?</p> | |
| <p>6. How many years have Respondent offered vendor-hosted, web-based information security and privacy awareness training?</p> | |
| <p>7. For <u>each</u> proposed partner:</p> <p>How many years has the partner firm been in business offering the proposed service or content?</p> | |
| <p>8. For <u>each</u> proposed partner:</p> <p>How many years has the partner firm partnered with the Respondent to offer the proposed service or content?</p> | |

| Additional Questions | Response |
|---|----------|
| <p>9. If one or more partner firms is involved in this proposal: For <u>each</u> partner, explain the relationship of the partner firm to Respondent and how Respondent plans to offer the vendor-hosted, web-based security and privacy awareness training if the partner firm no longer exists or is not financially viable.</p> | |
| <p>10. Identify, with a “yes” or “no” response, whether your firm will comply with Sections III through VI of this RFP. If “no”, identify and list specific issues.</p> | |

SECTION III - NONDISCRIMINATION AND AFFIRMATIVE ACTION

If a contract is awarded from this Request for Proposal, it will contain the following contract language:

PART 1: NON-DISCRIMINATION

- A. King County Code Chapters 12.16, 12.17 and 12.18 are incorporated by reference as if fully set forth herein and such requirements apply to this Contract; provided however, that no specific levels of utilization of minorities and women in the workforce of the Consultant shall be required, and the Consultant is not required to grant any preferential treatment on the basis of race, sex, color, ethnicity or national origin in its employment practices; and provided further that, notwithstanding the foregoing, any affirmative action requirements set forth in any federal regulations, statutes or rules included or referenced in the contract documents shall continue to apply.
- B. During the performance of this Contract, neither the Consultant nor any party subcontracting under the authority of this Contract shall discriminate nor tolerate harassment on the basis of race, color, sex, religion, nationality, creed, marital status, sexual orientation, age, or the presence of any sensory, mental, or physical disability in the employment or application for employment or in the administration or delivery of services or any other benefits under this Contract.
- C. The Consultant shall, prior to the commencement of the work and during the term of this Contract, furnish the County, upon request and on such forms as may be provided by the County, a report of the affirmative action taken by the Consultant in implementing the terms of this section. The Consultant will permit access by the County to the Consultant's records of employment, employment advertisements, application forms, other pertinent data and records related to this Contract for the purpose of monitoring and investigation to determine compliance with these requirements.
- D. The Consultant shall implement and carry out the obligations contained in its Affidavit and Certificate of Compliance regarding equal employment opportunity. Failure to implement and carry out such obligations in good faith may be considered by the County as a material breach of this Contract and grounds for withholding payment and/or termination of the Contract and dismissal of the Consultant.
- E. The Consultant shall comply fully with all applicable federal, state and local laws, ordinances, executive orders and regulations that prohibit such discrimination. These laws include, but are not limited to, RCW Chapter 49.60 and Titles VI and VII of the Civil Rights Act of 1964.
- F. During the performance of this Contract, neither the Consultant nor any party subcontracting under the authority of this Contract shall engage in unfair employment practices. It is an unfair employment practice for any:
 - 1. Employer or labor organization to discriminate against any person with respect to referral, hiring, tenure, promotion, terms, conditions, wages or other privileges of employment;
 - 2. Employment agency or labor organization to discriminate against any person with respect to membership rights and privileges, admission to or participation in any guidance program, apprenticeship training program, or other occupational training program;
 - 3. Employer, employment agency, or labor organization to print, circulate, or cause to be printed, published or circulated, any statement, advertisement, or publication relating to employment or membership, or to use any form of application therefor, which indicates any discrimination unless based upon a bona fide occupation qualification;
 - 4. Employment agency to discriminate against any person with respect to any reference for employment or assignment to a particular job classification;
 - 5. Employer, employment agency or a labor organization to retaliate against any person because this person has opposed any practice forbidden by KCC Chapter 12.18 or because that person has made a charge, testified or assisted in any manner in any investigation, proceeding or hearing initiated under the provisions of KCC Chapter 12.18;

6. Publisher, firm, corporation, organization or association printing, publishing or circulating any newspaper, magazine or other written publication to print or cause to be printed or circulated any advertisement with knowledge that the same is in violation of KCC Chapter 12.18.030C., or to segregate and separately designate advertisements as applying only to men and women unless such discrimination is reasonably necessary to the normal operation of the particular business, enterprise or employment, unless based upon a bona fide occupational qualification; and/or
7. Employer to prohibit any person from speaking in a language other than English in the workplace unless:
 - a. The employer can show that requiring that employees speak English at certain times is justified by business necessity, and
 - b. The employer informs employees of the requirement and the consequences of violating the rule.

PART 2: REQUIRED SUBMITTALS

- A. All Consultants entering into a contract or agreement with King County valued at \$25,000 or more shall, after the proposer receives written notice of selection, submit the following:
 1. A Personnel Inventory Report on the form provided by the County.
 2. An Affidavit of Compliance demonstrating the Consultant's commitment to comply with the provisions of KCC Chapter 12.16.
 3. A Sworn Statement of Compliance with 12.16 from any labor union or employee referral agency that refers workers or employees or provides or supervises training programs from whom the Consultant obtains employees.
- B. The County will not execute any agreement or contract without prior receipt of fully executed forms listed in subparagraph A above.
- C. Assistance with the requirements of this Section and copies of Chapters 12.16, 12.17 and 12.18 are available from the Business Development & Contract Compliance (BDCC) Section, phone (206) 205-0700.

PART 3: NONDISCRIMINATION IN SUBCONTRACTING PRACTICES

- A. Compliance with Initiative 200. In accordance with the provisions of Washington Initiative 200, no County Minority and Women Business (M/WBE) utilization requirements shall apply to this Contract. No minimum level of M/WBE sub-consultant participation or purchase from M/WBE certified vendors is required and no preference will be given by the County to a bidder or Proposer for their M/WBE utilization or M/WBE status. Provided, however, that any affirmative action requirements set forth in any federal regulations or statutes included or referenced in the Contract documents will continue to apply.
- B. Non-Discrimination. During the term of this Contract, the Consultant shall not create barriers to open and fair opportunities to participate in County contracts or to obtain or compete for contracts and subcontracts as sources of supplies, equipment, construction and services. In considering offers from and doing business with sub-consultants and suppliers, the Consultant shall not discriminate against any person on the basis of race, color, creed, religion, sex, age, nationality, marital status, sexual orientation or the presence of any mental or physical disability in an otherwise qualified disabled person.

During the performance of work performed under any Agreement resulting from this RFP, neither the consultant nor any party subcontracting under the authority of the agreement shall discriminate or engage in unfair contracting practices prohibited by K.C.C. 12.17.

- C. Record-Keeping Requirements. The Consultant shall maintain, for at least 6 years after completion of all work under this contract, records and information necessary to document its level of utilization of M/WBEs and other businesses as sub-consultants and suppliers in this contract and in its overall public and private business activities for the same period. The Consultant shall also maintain, for at least 6 years after completion of all work under this contract, all written quotes, bids, estimates or proposals submitted to the Consultant by all businesses seeking to participate on this Contract. Consultant shall make such

documents available to the County for inspection and copying upon request. If this contract involves federal funds, Consultant shall comply with all record keeping requirements set forth in any federal rules, regulations or statutes included or referenced in the contract documents.

D. Open Competitive Opportunities. King County encourages the utilization of minority owned businesses ("MBEs") and women-owned businesses ("WBEs")(collectively, "M/WBEs") in County contracts. The County encourages the following practices to promote open competitive opportunities for small businesses including M/WBEs:

1. Attending a pre-bid or pre-solicitation conference, if scheduled by the County, to provide project information and to inform M/WBEs and other firms of contracting and subcontracting opportunities.
2. Placing all qualified small businesses attempting to do business in King County, including M/WBEs, on solicitation lists, and providing written notice of subcontracting opportunities to M/WBEs and all other small businesses capable of performing the work, including without limitation all businesses on any list provided by the County, in sufficient time to allow such businesses to respond to the written solicitations.
3. Breaking down total requirements into smaller tasks or quantities, where economically feasible, in order to permit maximum participation by small businesses including M/WBEs.
4. Establishing delivery schedules, where the requirements of this contract permit, that encourage participation by small businesses, including M/WBEs.
5. Providing small businesses including M/WBEs that express interest with adequate and timely information about plans, specifications, and requirements of the contract.
6. Utilizing the services of available community organizations, Consultant groups, local assistance offices, the County, and other organizations that provide assistance in the recruitment and placement of small businesses including M/WBEs.

Further, the County encourages small businesses, including M/WBEs, to participate in the following practices to promote open competitive opportunities:

1. Attending a pre-bid or pre-solicitation conference, if scheduled by the County, to receive project information and to inform prime bidders/proposers of contracting and subcontracting capabilities.
2. Requesting placement on solicitation lists, and receipt of written notice of subcontracting opportunities.
3. Utilizing the services of available community organizations, Consultant groups, local assistance offices, the County, and other organizations that provide assistance in the recruitment and placement of small businesses and M/WBEs.

E. Sanctions for Violations. Any violation of the mandatory requirements of the provisions of this Section shall be a material breach of contract for which the Consultant may be subject to damages and sanctions provided for by contract and by applicable law.

PART 4: REQUIREMENTS DURING WORK

A. Site Visits

King County may at any time visit the site of the work and the Consultant's office to review records related to actual utilization of and payments to subcontracting firms. The Consultant shall maintain sufficient records necessary to enable King County to review utilization of subcontracting firms. The Consultant shall provide every assistance requested by King County during such visits.

PART 5: COMPLIANCE WITH SECTION 504 OF THE REHABILITATION ACT OF 1973, AS AMENDED AND THE AMERICANS WITH DISABILITIES ACT OF 1990

The Consultant shall complete a Disability Self-Evaluation Questionnaire for all programs and services offered by the Consultant (including any services not subject to this Contract) and shall evaluate its services, programs

and employment practices for compliance with Section 504 of the Rehabilitation Act of 1973, as amended ("504"), and the Americans with Disabilities Act of 1990 ("ADA"). The Consultant shall complete a 504/ADA Disability Assurance of Compliance prior to execution of a contract.

SECTION IV - GENERAL CONTRACT REQUIREMENTS

PART 1: TERMINATION CLAUSES

- A. This Contract may be terminated by the County without cause, in whole or in part, upon providing the Consultant ten (10) calendar days' advance written notice of the termination.

If the Contract is terminated pursuant to this Section IV, paragraph A: (1) the County will be liable only for payment in accordance with the terms of this Contract for services rendered prior to the effective date of termination; and (2) the Consultant shall be released from any obligation to provide further services pursuant to the Contract.

- B. The County may terminate this Contract, in whole or in part, upon five (5) calendar days' advance written notice in the event: (1) the Consultant materially breaches any duty, obligation, or services required pursuant to this Contract, or (2) the duties, obligations, or services required herein become impossible, illegal, or not feasible.

If the Contract is terminated by the County pursuant to this Subsection IV(B) (1), the Consultant shall be liable for damages, including any additional costs of procurement of similar services from another source.

If the termination results from acts or omissions of the Consultant, including but not limited to misappropriation, nonperformance of required services or fiscal mismanagement, the Consultant shall return to the County immediately any funds, misappropriated or unexpended, which have been paid to the Consultant by the County.

- C. If expected or actual funding is withdrawn, reduced or limited in any way prior to the termination date set forth above in Section II or in any amendment hereto, the County may, upon written notice to the Consultant, immediately terminate this Contract in whole or in part.

If the Contract is terminated pursuant to this Section IV, paragraph C: (1) the County will be liable only for payment in accordance with the terms of this Contract for services rendered prior to the effective date of termination; and (2) the Consultant shall be released from any obligation to provide further services pursuant to the Contract.

Funding under this Contract beyond the current appropriation year is conditional upon appropriation by the County Council of sufficient funds to support the activities described in this Contract. Should such an appropriation not be approved, this contract will terminate at the close of the current appropriation year.

- D. Nothing herein shall limit, waive, or extinguish any right or remedy provided by this Contract or law that either party may have in the event that the obligations, terms and conditions set forth in this Contract are breached by the other party.

PART 2: INDEMNIFICATION AND HOLD HARMLESS

- A. In providing services under this Contract, the Consultant is an independent contractor, and neither the Consultant nor its officers, agents or employees are an employee of the County for any purpose. The Consultant shall be responsible for all federal and/or state tax, industrial insurance, and Social Security liability that may result from the performance of and compensation for these services and shall make no claim of career service or civil service rights which may accrue to a County employee under state or local law.

The County assumes no responsibility for the payment of any compensation, wages, benefits or taxes to, or on behalf of, the Consultant, its employees or others by reason of this Contract. The Consultant shall protect, indemnify and save harmless the County, its officers, agents and employees from and against any and all claims, costs and/or losses whatsoever occurring or resulting from 1) the Consultant's failure to pay any such compensation, wages, benefits or taxes; and 2) the supplying to the Consultant of work, services, materials and/or supplies by Consultant employees or other suppliers in connection with the performance of this Contract.

- B. The Consultant further agrees that it is financially responsible for and shall repay the County all indicated amounts following an audit exception which occurs due to the negligence, intentional acts or failure for any reason to comply with the terms of this Contract by the Consultant, its officers, employees, agents and/or representatives. This duty to repay the County shall not be diminished or extinguished by the prior termination of the Contract pursuant to the Duration of Contract, or the Termination section.
- C. The Consultant shall protect, defend, indemnify, and save harmless the County, [and the State of Washington (when any funds for this Contract are provided by the State of Washington)] their officers, employees, and agents from any and all costs, claims, judgments, and/or awards of damages, arising out of or in any way resulting from the negligent acts or omissions of the Consultant, its officers, employees, and/or agents. The Consultant agrees that its obligations under this subparagraph extend to any claim, demand and/or cause of action brought by or on behalf of any of its employees or agents. For this purpose, the Consultant by mutual negotiation, hereby waives, as respects the County only, any immunity that would otherwise be available against such claims under the Industrial Insurance provisions of Title 51 RCW. In the event that County incurs attorney fees and/or costs in the defense of claims, for damages within the scope of this section, such fees and costs shall be recoverable from the Consultant. In addition King County shall be entitled to recover from the Consultant fees, and costs incurred to enforce the provisions of this section.

Claims shall include, but not be limited to, assertions that the use or transfer of any software, book, document, report, film, tape, or sound reproduction or material of any kind, delivered hereunder, constitutes an infringement of any copyright, patent, trademark, trade name, or otherwise results in unfair trade practice.

Nothing contained within this provision shall affect and/or alter the application of any other provision contained within this agreement.

PART 3: INSURANCE

The selected Consultant shall furnish Commercial General Liability, to include Products and Completed Operations, in the amount of \$1,000,000 combined single limit; \$2,000,000 aggregate. In addition, evidence of Workers' Compensation and Stop-Gap Employer's Liability for a limit of \$1,000,000 shall be provided.

Such policy/policies shall endorse King County, and its appointed and elected officials, officers, agents and employees as additional insureds.

King County reserves the right to approve deductible/self-insured retention levels and the acceptability of insurers.

PART 4: CORRECTIVE ACTION

If the County determines that a breach of contract has occurred, that is the Consultant has failed to comply with any terms or conditions of this Contract or the Consultant has failed to provide in any manner the work or services agreed to herein, and if the County deems said breach to warrant corrective action, the following sequential procedure will apply:

- A. The County will notify the Consultant in writing of the nature of the breach;
- B. The Consultant shall respond in writing within three (3) working days of its receipt of such notification, which response shall indicate the steps being taken to correct the specified deficiencies. The corrective action plan shall specify the proposed completion date for bringing the Contract into compliance, which date shall not be more than ten (10) days from the date of the Consultant's response; unless the County, at its sole discretion, specifies in writing an extension in the number of days to complete the corrective actions;
- C. The County will notify the Consultant in writing of the County's determination as to the sufficiency of the Consultant's corrective action plan. The determination of sufficiency of the Consultant's corrective plan shall be at the sole discretion of the County;

- D. In the event that the Consultant does not respond within the appropriate time with a corrective action plan, or the Consultant's corrective action plan is determined by the County to be insufficient, the County may commence termination of this Contract in whole or in part pursuant to Section IV.B;
- E. In addition, the County may withhold any payment owed the Consultant or prohibit the Consultant from incurring additional obligations of funds until the County is satisfied that corrective action has been taken or completed; and
- F. Nothing herein shall be deemed to affect or waive any rights the parties may have pursuant to Section IV, Termination Clauses, Subsections A, B, C, and D.

PART 5: ASSIGNMENT/SUBCONTRACTING

- A. The Consultant shall not assign or subcontract any portion of this Contract or transfer or assign any claim arising pursuant to this Contract without the written consent of the County. Said consent must be sought in writing by the Consultant not less than fifteen (15) calendar days prior to the date of any proposed assignment.
- B. "Subcontract" shall mean any agreement between the Consultant and a Subcontractor or between Subcontractors that is based on this Contract, provided that the term "subcontract" does not include the purchase of (i) support services not related to the subject matter of this contract, or (ii) supplies.

SECTION V - ADDITIONAL INFORMATION & REQUIREMENTS

- A. Non-Discrimination in Benefits to employees with Domestic Partners

King County's Equal Benefits (EB) Ordinance 14823 states that to be eligible for award of contracts at a cost of \$25,000.00 or more, firms must not discriminate in the provisions of employee benefits between employees with spouses, and employees with domestic partners. The successful Contractor, bidder or proposer shall be required to complete a Worksheet and Declaration form. Compliance with Ordinance 14823 is a mandatory condition for execution of a contract. The EB Compliance forms, and Ordinance 14823 are available online at: <http://www.metrokc.gov/finance/procurement/forms.asp>

- B. Disclosure – Conflict of Interest

King County Code Chapter 3.04 is incorporated by reference as if fully set forth herein and the Consultant agrees to abide by all the conditions of said Chapter. Failure by the Consultant to comply with any requirements of this Chapter shall be a material breach of contract.

1. The Consultant covenants that no officer, employee, or agent of the County who exercises any functions or responsibilities in connection with the planning and implementation of the scope of services funded herein, or any other person who presently exercises any functions or responsibilities in connection with the planning and implementation of the scope of services funded herein shall have any personal financial interest, direct or indirect, in this Contract. The Consultant shall take appropriate steps to assure compliance with this provision.
2. If the Consultant violates the provisions of Section V (1) or does not disclose other interest required to be disclosed pursuant to King County Code Section 3.04.120, as amended, the County will not be liable for payment of services rendered pursuant to this Contract. Violation of this Section shall constitute a substantial breach of this Contract and grounds for termination pursuant to Section IV (B) above as well as any other right or remedy provided in this Contract or law.
3. The King County Board of Ethics maintains a website that provides information regarding King County ethics requirements. To review specific areas of the Code of Ethics that relate to contractors and vendors, follow this path: <http://www.metrokc.gov/ethics/>, and access 1) The Code of Ethics, "Employee Code of Ethics 3.04", and 2) Advice and Guidance "Doing Business with Contractors, Vendors, Clients and Customers". Under "Employee Code of Ethics 3.04", there are two areas of the code that speak specifically to contractors: 3.04.060 B1 (attempting to secure preferential treatment) and 3.04.120 (dis-

closure of interests by consultants requirement). There are other sections under conflict of interest, 3.04.030 that are directed to employees and govern their relationships with contractors.

C. Recycled/Recyclable Products

It is the policy of King County to use recycled materials to the maximum extent practicable (King County Code Chapter 10.16). Consultants able to supply products containing recycled materials that meet performance requirements are encouraged to offer them in bids and proposals and to use them wherever possible in fulfillment of contracts.

The Consultant shall use recycled paper for the production of all printed and photocopied documents related to the fulfillment of this Contract and shall ensure that, whenever possible, the cover page of each document printed on recycled paper bears an imprint identifying it as recycled paper. If the cost of recycled paper is more than fifteen percent higher than the cost of non-recycled paper, the Consultant may notify the Contract Administrator, who may waive the recycled paper requirement. The Consultant shall use both sides of paper sheets for copying and printing and shall use recycled/recyclable products wherever practical in the fulfillment of this Contract.

D. Proprietary Rights

The parties to this Contract hereby mutually agree that if any patentable or copyrightable material or article should result from the work described herein, all rights accruing from such material or article shall be the sole property of the County. The foregoing shall not apply to existing training materials, consulting aids, check lists and other materials and documents of the Consultant which are modified for use in the performance of this Contract.

E. Supported Employment Program

King County encourages the creation of supported employment programs for developmentally and/or severely disabled individuals. The County itself has such a program and is actively seeking to do business with those contractors and consultants that share this employment approach. If your firm has such a program, or intends to develop such a program during the life of this contract, please submit documentation supporting this claim with your bid/proposal/qualifications. If you have questions, or need additional information, please contact Ray Jensen, Community & Human Services, Developmental Disabilities Division, (206) 296-5268 or the County's Business Development and Contract Compliance Section at (206) 205-0700.

SECTION VI - MAINTENANCE OF RECORDS/AUDITS

- A. The Consultant shall maintain, and shall require any sub-consultant to maintain, accounts and records, including personnel, property, financial and programmatic records and other such records as may be deemed necessary by the County to ensure proper accounting for all project funds and compliance with this Contract. All such records shall sufficiently and properly reflect all direct and indirect costs of any nature expended and services provided in the performance of this Contract. The Consultant shall make such documents available to the County for inspection, copying, and auditing upon request.
- B. All records referenced in subsection (A) shall be maintained for a period of six (6) years after completion of work or termination hereof unless permission to destroy them is granted by the Office of the Archivist in accordance with RCW Chapter 40.14, or unless a longer retention period is required by law.
- C. The Consultant shall provide access to its facilities, including those of any sub-consultant, to the County, the state and/or federal agencies or officials at all reasonable times in order to monitor and evaluate the services provided under this Contract. The County will give advance notice to the Consultant in the case of fiscal audits to be conducted by the County.
- D. The Consultant agrees to cooperate with the County or its designee in the evaluation of services provided under this Contract and to make available all information reasonably required by any such evaluation process. The results and records of said evaluation shall be maintained and disclosed in accordance with RCW Chapter 42.17.

- E. If the Consultant received a total of \$500,000.00 or more in federal financial assistance during its fiscal year from the County, and is a non-profit organization or institution of higher learning or a hospital affiliated with an institution of higher learning, and is, under this Contract, carrying out or administering a program or portion of a program, it shall have an independent audit conducted of its financial statement and condition, which shall comply with the requirements of GAAS (generally accepted auditing standards), GAO's Standards for Audits of Governmental Organizations, Programs, Activities, and Functions and OMB Circulars A-133 and A-128, as amended and as applicable. Consultants receiving federal funds from more than one County Department or Division shall be responsible for determining if the combined financial assistance is equal or greater than \$500,000.00. The Consultant shall provide one copy of the audit report to each County division providing federal financial assistance to the Consultant no later than six (6) months subsequent to the end of the Consultant's fiscal year.

SECTION VII – REQUIRED FORMS


The following completed forms will be required from the selected contractor, prior to contract award:

- A. King County Personnel Inventory Report
- B. Affidavit and Certificate of Compliance with King County Code 12.16
- C. Statement of Compliance - Union or Employee Referral Agency Statement (if applicable)
- D. King County Code 3.04.120 and Consultant Disclosure Form
- E. 504/ADA Disability Assurance of Compliance and Corrective Action Plan
- F. Equal Benefits Compliance Declaration Form

Copies of these forms are available by contacting the King County Procurement and Contract Services Division. They are available in paper form, or may be obtained via e-mail. Please contact Cathy Betts at 206-263-4267 or Roy L. Dodman at 206-263-4266, or by sending an e-mailed request to cathy.betts@metrokc.gov or roy.dodman@metrokc.gov.

SECTION VIII – BID PROPOSAL CHECKLIST

- A. One (1) signed copy of entire RFP package.
- B. One (1) signed copy of any Addendum that was issued. (If it has signature box at bottom of first page, it must be returned.)
- C. One (1) unbound copy of proposal response marked “Original.”
- D. Five (5) copies of proposal response.
- E. Complete the Bid Identification Label below (or reasonable facsimile) and attach it to a prominent place on the exterior of the submission envelope, box, etc.

| URGENT – SEALED BID ENCLOSED Do Not Delay – Deliver Immediately | |
|---|---|
|  | King County Procurement & Contract Services Section Exchange Building, 8 th Floor 821 2nd Ave, EXC-FI-0862 Seattle, WA 98104-1598 |
| King County | |
| Bid No. | RFP 170-04RLD |
| Bid Title | Information Security & Privacy Awareness Training |
| Due Date | |
| Vendor | |